

30/7/10 (Item 2 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00107648 DOCUMENT TYPE: Review

PRODUCT NAMES: Microsoft Windows NT (347973); Microsoft Exchange (514811); Lotus Notes (550418); sendmail for NT (727938); MDAemon (706426)

TITLE: Mixed Messages  
AUTHOR: Yager, Tom  
SOURCE: UNIX Review, v16 n2 p29(6) Feb 1998  
ISSN: 0742-3136  
HOMEPAGE: <http://www.mfi.com/unixrev/>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

Microsoft's Microsoft Windows NT and Microsoft Exchange, Lotus Development's Lotus Notes, MetaInfo's MetaInfo's Sendmail with POP3 for Windows NT, and Alt-N Software's MDAemon (available from Deerfield.com) are products highlighted in a discussion of the current status of affordable Windows NT-based e-mail and of NT-UNIX integration methods available. Users have to continue integration strategies beyond the server. For example, incremental and one-shot methods can be used, but an enterprisewide e-mail client is recommended. The version of Microsoft's Microsoft Outlook bundled with Office 97 is very troublesome for integrating UNIX and Windows NT e-mail systems, because it is very big, slow, and bug-ridden. Outlook messed up the mail transport on one tester's Windows NT systems so that no application could send or read e-mail. **Help -desk** staff have begun adding the **question**, 'Are you running Outlook?' to their standard questions to users with e-mail problems. However, Outlook Express is much better and supports **Internet** Mail and Outlook. Windows NT has no e-mail strategy, with no particular place in the operating system where all user mailboxes are retained. E-mail clients always use POP or IMAP to retrieve mail, but cannot open a local text file as UNIX can.

REVISION DATE: 20000130

30/7/18 (Item 10 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00065560 DOCUMENT TYPE: Review

PRODUCT NAMES: Help Desk Tools (830585)

TITLE: AT&T Brings Multimedia to On- Line Support Services  
AUTHOR: Wallace, Bob  
SOURCE: InfoWorld, v16 n23 p1(2) Jun 6, 1994  
ISSN: 0199-6649  
HOMEPAGE: <http://www.infoworld.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

Microsoft may be releasing a multimedia help-desk application that would be accessible **online** to customers. The service would use an enhanced 800 number service from AT&T. The AT&T service would enable **help desk** personnel to walk customers through **questions** and problems with enhanced multimedia. Customers calling in could view images and videos, while simultaneously discussing the support issue with the help desk staff.

Thirty other companies besides Microsoft are beta testing the AT&T service, as a possible means to restructure their help desk applications. Applications written to Novell's or Microsoft's telephony APIs will work with the service. Callers would need a whiteboard software and an ISDN link to access the network.

REVISION DATE: 19990530

30/7/19 (Item 11 from file: 256)  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00060095 DOCUMENT TYPE: Review

PRODUCT NAMES: CBR (338796); Expert Advisor (362841); Help Desk (322482); Hi-Life (489786); TARGET->HOTLINE (017584)

TITLE: AI in Business and Management Customer Service  
AUTHOR: Warkentin, Merrill E.  
SOURCE: PC AI, v7 n6 p36(4) Nov/Dec 1993  
ISSN: 0894-0711  
HOMEPAGE: <http://www.pcai.com/pcai>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

Help desk systems are often used to assist hotline operators, to help callers who need immediate assistance. An AI-based **helpdesk** can generate **questions** to guide the operator through troubleshooting logic, and find the cause of the caller's problem. Inference's CBR Express is used to build a case-based application, to automate diagnosis and solution-finding. Software Artistry's Expert Advisor is used for an in-house support desk, and the streamlined staff uses the system to resolve 80 percent of problems on the first call. Some other intelligent help desk systems include Emerald Intelligence's Mahogany Help Desk system, which offers a **graphical** user **interface** to let the helpdesk staff describe symptoms and solutions graphically in a tree diagram. Sai Software's Hi-Life is a LAN-based application, which identifies and tracks calls with an automated requisition system for new equipment.

REVISION DATE: 20000214  
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32/3,K/1 (Item 1 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

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00107526

DOCUMENT TYPE: Review

PRODUCT NAMES: LANdesk 6 (499811); Seagate Desktop Management Suite 3.0 (596272)

TITLE: Lock-Step LAN Management

AUTHOR: Gerding, Dave

SOURCE: PC/Computing, v11 n4 p110(1) Apr 1998

ISSN: 0899-1847

HOME PAGE: <http://www.pccomputing.com>

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: A

REVISION DATE: 19990730

...it has substantial server-side hardware requirements; they include at least 1GB of disk space and 128MB of RAM. LANdesk provides hardware and software inventory, **remote** control, and software metering. LANdesk's integrated **help desk** support and **remote** client control are easy-to-use, and the **product** is easier to install than DMS. Desktop Management is rated very good overall, with a complete client management toolset for small to mid-sized networks...

32/3,K/2 (Item 2 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

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00104938

DOCUMENT TYPE: Review

PRODUCT NAMES: PC Medic 97 Corporate 1.0 Windows 95 & NT Beta (674087)

TITLE: PC Medic '97 gains bare-bones management console

AUTHOR: Garza, Victor R.

SOURCE: InfoWorld, v19 n49 p68C(2) Dec 8, 1997

ISSN: 0199-6649

HOME PAGE: <http://www.infoworld.com>

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: B

REVISION DATE: 19990630

...Helix's Nuts & Bolts. It sets itself apart from other products by expanding manageability through integration with McAfee's service-desk suite, which includes a **help desk product**, Zero Administration Kit, and a **remote** control application. McAfee's Enterprise Client Administrator module and PC Medic 97 are provided on one CD-ROM. Among useful features is an undo function...

32/3,K/3 (Item 3 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.

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00101825

DOCUMENT TYPE: Review

PRODUCT NAMES: McAfee Service Desk 2.1 Windows 95 & NT (639681)

**TITLE:** ServiceDesk Unsn...s Crises  
**AUTHOR:** Phillips, Ken  
**SOURCE:** PC Week, v14 n21 p69(2) May 26, 1997  
**ISSN:** 0740-1604  
**HOMEPAGE:** <http://www.pcweek.com>

**RECORD TYPE:** Review  
**REVIEW TYPE:** Review  
**GRADE:** B

**REVISION DATE:** 19990630

...Vycor include tools for protecting users' workstations against aberrant applications and better integration with software metering and distribution software. Other features provided by the robust **product** include **remote** control, World Wide Web browser-based **trouble -ticket** maneuvering, SQL database support, and knowledge-base diagnosis. However, real-time integration of some tools has yet to be added, so on-the-fly inventorying ...

32/3,K/4 (Item 4 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00100730 DOCUMENT TYPE: Review

**PRODUCT NAMES:** LANdesk Support Center 1.0 Windows & NetWare (656861)

**TITLE:** LANdesk Support Center 1.0: too little for too much  
**AUTHOR:** Avery, Mike  
**SOURCE:** InfoWorld, v19 n5 pN/3(2) Feb 3, 1997  
**ISSN:** 0199-6649  
**HOMEPAGE:** <http://www.infoworld.com>

**RECORD TYPE:** Review  
**REVIEW TYPE:** Review  
**GRADE:** D

**REVISION DATE:** 20000430

...was constructed from various existing and new code to allow help desk representatives to search a database for information about PCs and servers and to **remotely** control or reboot them if needed. **Help desk** staff can also **create** trouble tickets, assign the tickets to other staff, and view a troubleshooting assistant to obtain help for other workers. The Support Center searches the database...

32/3,K/5 (Item 5 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00095958 DOCUMENT TYPE: Review

**PRODUCT NAMES:** Back Again/2 Professional 4.00a (591807); Remote Services Management Pro 3.1b (630403)

**TITLE:** Back Desk Management  
**AUTHOR:** Proffit, Brian  
**SOURCE:** OS/2 Magazine, v3 n9 p57(4) Sep 1996  
**ISSN:** 1073-1547  
**HOMEPAGE:** <http://www.mfi.com>

**RECORD TYPE:** Review  
**REVIEW TYPE:** Review

GRADE: B

REVISION DATE: 19981130

...systems with low RAM, because it uses 2MB less of memory than WPS. International Software Solutions USA's Remote Services Management Professional 3.1b, a **remote control product** for OS/2, is useful in classroom and **help desk** settings, and for traveling workers who need more than the standard set of functions provided by remote access products. RSM's easy-to-use, secure...

32/3,K/6 (Item 6 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00085930 DOCUMENT TYPE: Review

**PRODUCT NAMES: Remote Network Access (833983)**

**TITLE: Remote Access Meets Reality**  
**AUTHOR:** Welch, Douglas  
**SOURCE:** LAN Magazine, v10 n12 p60(14) Nov 1995  
**ISSN:** 1069-5621

**RECORD TYPE:** Review  
**REVIEW TYPE:** Product Comparison  
**GRADE:** Product Comparison, No Rating

REVISION DATE: 19990530

...slow. Salespeople often need more than one connectivity method because they travel to different areas. All remote users need remote control software, like CloseUp, Timbuktu/**Remote**, pcAnywhere, or cc:Mail Mobile. These **products** allow **help desks** to display and control a **remote** user's PC for purposes of troubleshooting, training, or software upgrades. Remote access hardware solutions like LANRover provide remote access via IPX, AppleTalk, and any...

32/3,K/7 (Item 7 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00082833 DOCUMENT TYPE: Review

**PRODUCT NAMES: Support Express Help Desk Software for Saber LAN Workstation (370321)**

**TITLE: Tech Support Gets Helping Hand**  
**AUTHOR:** Telfer, Tom  
**SOURCE:** LAN Times, v12 n19 p132(1) Sep 25, 1995  
**ISSN:** 1040-5917  
**HOME PAGE:** <http://www.lantimes.com>

**RECORD TYPE:** Review  
**REVIEW TYPE:** Review  
**GRADE:** A

REVISION DATE: 19990930

Opis' Support Express for Saber Software Systems' Saber LAN Workstation gives technical support staff powerful, helpful tools for saving time during troubleshooting. The **product**, an intelligent **help desk product** that links to Saber LAN Workstation's inventory, **remote control**, and messaging services, also allows management to evaluate improvements.

Its well designed features and ease of use make it a good value, because  
...

32/3,K/8 (Item 8 from file: 256)

DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00079121 DOCUMENT TYPE: Review

PRODUCT NAMES: Support Express Saber LAN Workstation 2.6 (570001)

TITLE: Saber's help- desk, LAN-administration links create remote  
-control ...

AUTHOR: Rapoza, Jim

SOURCE: PC Week, v12 n23 p77(2) Jun 12, 1995

ISSN: 0740-1604

HOME PAGE: <http://www.pcweek.com>

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: A

REVISION DATE: 19990630

TITLE: Saber's help- desk, LAN-administration links create remote  
-control .....

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File 9:Business & Indl (R) Jul/1994-2000/Jun 28  
 (c) 2000 Resp. LB Svcs.  
 File 623:Business Week 1985-2000/Jun W3  
 (c) 2000 The McGraw-Hill Companies Inc  
 File 810:Business Wire 1986-1999/Feb 28  
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 File 624:McGraw-Hill Publications 1985-2000/Jun 28  
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 File 636:Gale Group Newsletter DB(TM) 1987-2000/Jun 28  
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 File 20:World Reporter 1997-2000/Jun 28  
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?ds

Set	Items	Description
S1	125722	(TROUBLE? ? OR PROBLEM? ? OR DEFECT? ? OR FAULT? ? OR SERVICE? ? OR REPAIR? ? OR INCIDENT) (2N) (TICKET? ? OR REPORT? ? OR INQUIR???? OR COMPLAINT? ? OR FORM? ? OR REQUEST? ?) OR HELP-(W)DESK?? OR HELPDESK??
S2	0	1 S1(3N) (INTERNET OR WEB OR BROWSER? ? OR ONLINE OR ON(W)L-INE OR GUI OR GRAPHIC??(3N)INTERFACE? ?)
S3	3723	S1(3N) (INTERNET OR WEB OR BROWSER? ? OR GUI OR GRAPHIC??(3-N)INTERFACE? ?)
S4	0	S3(S) (KEYBOARD?? OR KEYPAD?? OR INPUT(W)DEVICE??) (S) (STATUS OR CONDITION? ? OR STATE? ? OR STANDING)
S5	243	S3(S) (STATUS OR CONDITION? ? OR STATE? ? OR STANDING)
S6	47	S3(5N) (STATUS OR CONDITION? ? OR STATE? ? OR STANDING)
S7	20	S6 NOT PD>=19980924
S8	14	RD (unique items)
S9	75	S3(3N) (FILTER? ? OR CATEGOR??? OR TYPE? ? OR KIND? ? OR GROUP? ? OR CLASS??)
S10	46	S9 NOT PD>=19980924
S11	31	RD (unique items)
S12	31	S11 NOT S8
S13	15	S12 AND S1/DE
S14	31	S3(3N) (COMMENT? ? OR REMARK? ? OR NOTE? ? OR OBSERVATION? ? OR EXPLA?)
S15	21	RD (unique items)
S16	11	S15 NOT PD>=19980924
S17	11	S3(3N) (PRIORIT? OR URGEN?? OR CONCERN OR IMPORTAN?? OR SIGNIFICAN??)
S18	9	RD (unique items)
S19	13	S3(S) ((GENERAT??? OR CREAT??? OR PRODUC???) (5N) (REMOTE?? OR DISTANT??))
S20	9	RD (unique items)
S21	0	S3(S) ((QUESTION? ? OR QUER??? OR INQUIR???) (3N) (TREE?? OR -ALGORITHM? ?))
S22	0	S3 AND ((QUESTION? ? OR QUER??? OR INQUIR???) (3N) (TREE?? OR -ALGORITHM? ?))
S23	3	S1(S) ((QUESTION? ? OR QUER??? OR INQUIR???) (3N) (TREE?? OR -ALGORITHM? ?))

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8/TI/1 (Item 1 from file: 9)  
DIALOG(R)File 9:(c) 2000 Resp. DB Svcs. All rts. reserv.

Help-desk market seeks suite success -- Consolidation fuels one-stop trend

8/TI/2 (Item 2 from file: 9)  
DIALOG(R)File 9:(c) 2000 Resp. DB Svcs. All rts. reserv.

Java Application Remedies Holding Patterns

8/TI/3 (Item 1 from file: 810)  
DIALOG(R)File 810:(c) 1999 Business Wire . All rts. reserv.

Elsinore Develops Bug Tracking Software For Remote Software Developers and  
Beta Testers To Collect and Disseminate Bug Tracking Information Via  
the Web

8/TI/4 (Item 2 from file: 810)  
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Business Wire Recap

8/TI/5 (Item 3 from file: 810)  
DIALOG(R)File 810:(c) 1999 Business Wire . All rts. reserv.

\*State\* of Minnesota selects Applix for \*Web\*-Enabled \*help\* \*desk\*  
solution

8/TI/6 (Item 1 from file: 813)  
DIALOG(R)File 813:(c) 1999 PR Newswire Association Inc. All rts. reserv.

Courion Announces Self-Service Profilebuilder

8/TI/7 (Item 2 from file: 813)  
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McAfee's New 'Self-Service' Help Desk Web Suite Makes PCs Help Desk-Ready

8/TI/8 (Item 3 from file: 813)  
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SYBASE ANNOUNCES GENERAL AVAILABILITY OF WEB.SQL

8/TI/9 (Item 4 from file: 813)  
DIALOG(R)File 813:(c) 1999 PR Newswire Association Inc. All rts. reserv.

NEW HELPLINK UPGRADE REDUCES SUPPORT COSTS BY ALLOWING USERS TO SUBMIT  
TROUBLE TICKETS AFTER HOURS WITHOUT INCREASING HELP DESK HEAD COUNT

8/TI/10 (Item 5 from file: 813)  
DIALOG(R)File 813:(c) 1999 PR Newswire Association Inc. All rts. reserv.

SYBASE 'OPEN FOR BUSINESS ON THE NET': COMPANY ANNOUNCES POWERFUL  
INTEGRATION OF DATABASES WITH INTERNET WEB SITES



8/TI/11 (Item 1 from file: 636)  
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**McAFEE: McAfee's new 'self-service' help desk web suite makes PCs help  
desk-ready**

8/TI/12 (Item 1 from file: 20)  
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**Cry for better communications**

8/TI/13 (Item 2 from file: 20)  
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**HP devises network watchdog System operators find relief in monitoring tool  
for ISP services**

8/TI/14 (Item 3 from file: 20)  
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**Telecom stalks Indigo  
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8/3,K/1 (Item 1 from file: 9)

DIALOG(R)File 9:Business & Industry(R)  
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02032508 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Help-desk market seeks suite success -- Consolidation fuels one-stop trend  
(Paths of internal help desk and external customer service and support  
vendors are expected to continue converging in 1998)**

Computer Reseller News, p 49

January 05, 1998

DOCUMENT TYPE: Journal ISSN: 0893-8377 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 826

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...lower the cost of solving customer problems. More products are being installed on the server, cutting installation costs while allowing employees to send and check **trouble -ticket status** over the **Web** and technicians to resolve those problems by the same means.

"The Web is a way to get our products out to anybody who needs it...

8/3,K/2 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R)  
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01942572 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Java Application Remedies Holding Patterns**

**(Remedy is introducing Flashboards 2.0, a Java application that lets end users and customers view help-desk status via any Web browser)**

InternetWeek, p 43

September 22, 1997

DOCUMENT TYPE: Journal ISSN: 0746-8121 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 534

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**(Remedy is introducing Flashboards 2.0, a Java application that lets end users and customers view help-desk status via any Web browser)**

ABSTRACT:

...one of the industry's best-selling help desk software applications, will unveil a Java application this week that lets end users and customers view **help -desk status** via any **Web** browser. The Java client in Remedy's Flashboards 2.0 lets users monitor help desk response times to support service-level agreements, or simply to...

TEXT:

...one of the industry's best-selling help desk software applications, will unveil a Java application this week that lets end users and customers view **help -desk status** via any **Web** browser.

The Java client in Remedy's Flashboards 2.0 lets users monitor help desk response times to support service-level agreements, or simply to...

8/3,K/5 (Item 3 from file: 810)

DIALOG(R)File 810:Business Wire  
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0681563 BW1124

**APPLIX: State of Minnesota selects Applix for Web-Enabled help desk**